ACBH serves individuals who meet Medi-Cal Specialty Mental Health criteria and those with substance use disorders who are Medi-Cal recipients, Medi-Cal eligible, or are members of HealthPAC.
ACBH provides the following in our continuum:

- Targeted Case Management
- Pre-crisis and crisis services
- Assessment
- Medication education and management
- Twenty-four-hour treatment services
- Rehabilitation and support services designed to alleviate symptoms and foster development of age appropriate cognitive, emotional and behavioral skills necessary for maturation
- Rehabilitation and support services for Adults/Older Adults
- Day Treatment services
- Residential services
- Mobile and field based services
- Individual and Group Therapy Services
- Inpatient Hospital Services
KEY DRIVERS OF OUR CRISIS SYSTEM CHANGES
RDA Assessment

- Develop mobile teams in South County
- Expand hours of mobile teams
- Better care coordination
Department of Justice Recommendation

Provide mental health services in the least-restrictive environments
Centers for Medicare and Medicaid Final Rule

- Aligns key rules for insurance programs
- Modernizes how states purchase managed care
- Strengthens consumer experience and key protections
GUIDING PRINCIPLES FOR SYSTEMS CHANGE
• Integrate managed care principles into services
• Divert beneficiaries from the most restrictive environments
• Improve care coordination
• Provide culturally relevant services in the community
• Use Results-Based Accountability (RBA) to determine effectiveness
BACKGROUND AND TRENDS THAT SUPPORTS THE CASE FOR CHANGE
Incarceration

- Currently 30% of CA’s prison population has a “serious mental disorder” (increase of 150% since 2000)*

- Alameda County Forensic Behavioral Health (ACBH) at Santa Rita Jail served 4,998 individuals (FY 2017-18)

* California Department of Corrections and Rehabilitation, 2017
Involuntary Psychiatric Holds

Alameda County has the highest per capita involuntary hold rate in California

- FY 15/16 = 24,691 (adult)
- FY 16/17 = 20,685 (adult)

FY 17/18 – John George Psychiatric Emergency Services (PES) served 5,432 individuals who have Medi-Cal or are Medi-Cal eligible
Adult/Older Adult Continuum of Care

DRAFT ADULT AND OLDER ADULT SERVICES MAP

PREVENTION / EARLY INTERVENTION (PEI)
- Wellness Centers (6)
- Pool of Consumer Champions (POCC)
- Family Education Resource Center (FERC)
- Underserved Ethnic Language Populations (UELP) (16)
- Primary Care Integration
- Geriatric Assessment Response Team (GART)

OUTPATIENT SERVICES
- Outpatient Treatment
  - Therapy
  - Mediations
- Transition Teams
  - In Home Outreach Teams (IHOT) (4)
  - Adult Hope Intervention Program (AHIP)
- Straiving Toward Enhanced Partnerships (STEPs)
- Vocational Program
  - Community Conservatorship
  - Assisted Outpatient Treatment (AOT)

SPECIALTY SERVICES
- Schratter Center
- Promoting Access to Health (PATH) (2)
- Primary Care Psychiatric Consultants

LEGAL / BENEFITS ADVOCACY
- Success at Generating Empowerment (SAGE)
- East Bay Community Law Center (EBCLC)
- Homeless Action Center (HAC)
- Bay Area Legal Aid

LEGAL / BENEFITS ADVOCACY

CRISIS
- Crisis Support Services (CSS)
- Crisis Stabilization Units (CSU) (1)
- Mobile Crisis
- Mobile Evaluation Team (MET)
- Cherry Hill Sobering / Detox
- John George Herrick

Locked Settings
- Mental Health Rehabilitation Centers (MHRC) (4)
- State Hospitals (2)
- Skill Nursing Facilities (SNF) (3)

Adult Forensic Behavioral Health (AFBH)
- Self Behavioral Health Services
- Court Advocacy Program (CAP)
- Conditional Release Program (CORREP)
- Re-Entry Programs

Adult Residential and Shelter Programs
- Crisis Residential Treatment (CRT) (1)
- Housing Support Program (HSP)
- Adult Residential Programs (2)
- Emergency Housing Programs (4)
- Social Rehab / Transitional Housing

1-800-491-9099

*See Glossary for Program Details

Alameda County Behavioral Health Care Services
A Continuum of Care covers the delivery of healthcare over a period of time from birth to end of life. Services are provided for all levels of care.

- Planning and management
- Care coordination
- Case-based financing/pay-for-performance
- Integrated information systems

Health Information and Management Systems Society (HIMSS)
NEW CRISIS SERVICES BEING ADDED TO OUR CONTINUUM OF CARE
Specific services include:

- Peer respite program (Sally’s Place)
- Mobile crisis team expansion
- Post-crisis follow-up teams
- New Crisis Stabilization Unit (CSU) and Crisis Residential Treatment (CRT) services
- Urgent medication services expansion at ACBH county clinics
- Use of Reddinet BH page & the AC3 Community Health Record
Mobile Crisis Team Deployment in Alameda County

**Mobile Crisis Teams (two clinician model)**
- **MCT**
  - Will focus on both conducting early intervention, prevention and care connection at BART station “hot spots” and be available for 911 mental health crisis call outs

**Mobile Evaluation Teams (police officer and clinician model)**
- **MET**
  - Will focus on 911-generated mental health crisis calls in Oakland

**Community Assessment and Alternative Transportation Teams (CATT)**
- **CATT**
  - Will focus on community-based crisis intervention and medical clearance
Care Connection and Follow-up Services

**Care Connection Teams (CCT) - Clinician & Peer/family provider**
Will focus on screening and connection to services at BART “hot spots”; partner with Healthcare Care for the Homeless, BART, and mobile teams for linkage to long term services

**Familiar Faces Post-Crisis Follow Up Team – 80% staffed by peers/family**
Will conduct follow up visits, care coordination with current provider, and linkage to services like IHOT if unconnected within 24 hours of contact with a mobile team or CSU (SB82 Grant)

**Post Crisis Follow Up Team – 80% staffed by peers/family members**
Will conduct telephonic post-crisis follow up calls within 24 hours to all non-high utilizers (SB82 Grant)
Amber House

A Crisis Stabilization Unit – 24-hour voluntary assessment service

Crisis Residential Treatment – Up to 14-day length of stay

Projected Opening July 1, 2019
Thank You